



Belconnen Community Service Inc.

# Strategic Plan

2009 - 2012



# Vision, Mission, and Guiding Principles

## Our Vision

A connected,  
active and strong  
community

## Our Mission

Further a socially inclusive community  
Strengthen community capacity  
Share knowledge and experience  
Affect positive change

## Our Guiding Principles

We will treat all people with dignity and respect  
Our policies and work practice will reflect the diversity  
of our community and promote equity  
We will approach our work with flexibility and innovation  
We will strive for sustainability in all our activities  
We will be accountable and professional



# Our Strategic Themes



# Our Strategic Priorities

## Service

### Strategic Priorities

- A consistent application of Community Development policies and practices
- Learning organisation framework developed
- Innovative framework developed
- Establishment of Community Practice Forums

## Relationships

### Strategic Priorities

- BCS partnership and collaborative working framework
- Development of a BCS Communication Strategy
- Utilise effective communication and information technology



# Our Strategic Priorities

## People

### Strategic Priorities

- Align organisational structure to the strategic plan
- Develop career partnerships with our employees and volunteers
- Build a positive workplace culture
- Celebrate diversity and equity in our workplace
- Advance a preventative approach to safety in our workplace
- Further enhance our people management policies, systems and tools
- Promote and develop innovative reward and recognition strategies

## Community

### Strategic Priorities

- Develop community consultation protocols
- Develop a community engagement / involvement strategy
- Create affective mechanisms to collect information from and disseminate information to our communities and the government
- Speak for and on behalf of individuals and the community on issues of concern

## Governance

### Strategic Priorities

- Ensure Continuous Improvement frameworks are across BCS operations
- Streamline our evaluation and feedback mechanisms
- Progress and enhance our policy review and development process
- Review and improve reporting and risk management practices



# Our Strategic Priorities

## Environment and Resources

### Strategic Priorities

- Create an environmentally responsible culture
- Create policy and procedures for responsible resource use
- Develop a guide for people to make environmentally responsible choices in our work place

## Growth

### Strategic Priorities

- Identify key strengths, core business areas and future opportunities
- Develop a three year Financial Plan
- Improve financial reporting and analysis
- Evaluate and improve policy and system frameworks



# Pathways

Understand  
the needs  
of our  
community

Build  
Sustainable  
Relationships

Develop  
Leadership  
Skills

Performance  
Measurement

Training  
and  
Development

Celebrate  
Achievements

Marketing,  
Communication  
and PR

